GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4092
ANSWERED ON:23.12.2015
Cancellation of Special Train
Patole Shri Nanabhau Falgunrao

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has received representations from the public representatives in regard to the cancellation of special train Vaishno Mata Rani Express (Gondia-Katra) in November 2014 at Gondia station due to error committed by the Railway officers;
(b) if so, the details thereof in this regard to the investigation conducted and the action taken by the Government thereon; and

(c) the details of the action taken by the Government in regard to refund of fare to the passengers of the cancelled train?

Answer

ANSWER
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)
(a) & (b) Yes, Madam. After following due procedure and payment of due charges by the party, a special train was booked and the same was handed over to the party i.e Shri Ganj Ward Maa Vasinao Samittee, Gondia on Full Tariff Rate (FTR) originating from Gondia on 06.11.2014 at 21.10 Hours as per schedule. However, the party demanded provision of conventional pantry car with facility of using gas cylinder for cooking and refused to accept the Linke Hofmann Busch (LHB) pantry car which has electronic cooking facility. The party also demanded to allow cooking with the help of gas cylinder in one of the sleeper coaches. The party further demanded to remove the window glasses from Pantry Car and allow cooking with the help of gas cylinders. In this regard Indian Railways offered alternate arrangements as the various demands of the party violates mandatory safety norms. At no stage any error has been committed by the officials of Indian Railways. Not being satisfied with alternate arrangements, the party decided to cancel the train trip at 03.55 Hours on 07.11.2014.

(c) The party had cancelled the train therefore as per Rule the party is entitled for only 50% refund of chargeable fare. However, party has filed a claim in the Railway Claims Tribunal/Nagpur on 30.06.2015.
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